

County waives fees for clean-up day

By Tom Betz

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Sherman County commissioners agreed to waive transfer station fees to boost Goodland High School's plan for a fall clean-up day Wednesday, Oct. 24.

High School Principal Sharon Gregory came to the commission meeting Tuesday to ask for the county's help.

She said the school is planning to do a citywide cleanup with student volunteers next month and asked commissioners about waiving the fees. She also asked if there were things the students should not bring

to the transfer station.

Commission Mitch Tiede said the county will take most things, adding that there are no fees for most things brought to the transfer station.

Tiede said the school can bring most small electronic devices to put in the tubs at the transfer station, along with tree limbs and construction debris and concrete. He said they should not bring out large appliances or household hazardous waste.

Tiede said the county could not waive the fees on tires, which are required to pay for disposal.

Gregory said the school would be getting some information out

about the collection day and would include a list of things not to be picked up.

In other business, the commissioners:

- Approved and signed a contract for the Sherman County Health Department's continued operation of the regional Women and Infant Children program.

- Accepted the resignation of Dennis Daise from the regional mental health board. Commissioner Chuck Thomas said the county will be looking for another representative.

- Approved a recent raise for Helen Dobbs, economic develop-

ment council office manger, for 50 cents per hour, from \$9 to \$9.50 per hour.

- Signed micro loan papers for Randy Rhabe of the Northwest Kansas Planning and Development Commission. Rhabe said the paperwork was environmental forms that had to be part of the most recent two micro loans approved by the county. One is for J and R Enterprises a snack route company, and the other is for Shape Up Sisters, a new women's fitness center.

Rhabe said the existing micro loans are doing OK, and that most who get behind are keeping up on

their payment when they receive letters from the county attorney. He said the J and K Radiator, which has gone out of business, is paying, but Sunflower Computer has not made a payment in about a year.

- Considered taping their meetings, but decided not to at this time. Thomas suggested taping the commission meetings, but Tiede asked if those tapes would have to be kept for a long time.

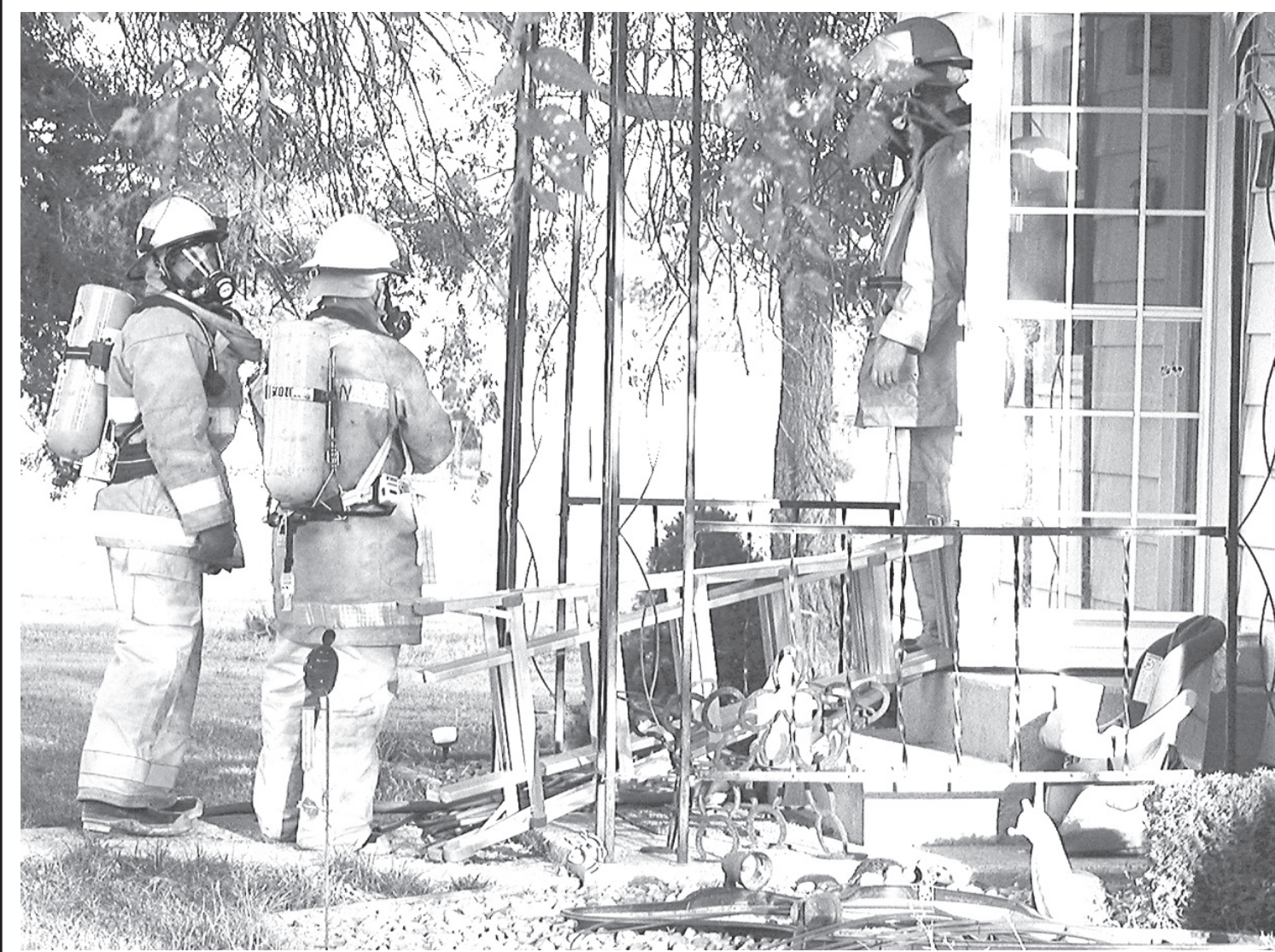
Deputy County Clerk Mary Ann Snethen said the meetings were taped years ago, and the county would have to keep the tapes as part of the permanent record. Tiede said

he did not see a reason to tape the meetings.

Thomas said they might ask Commissioner Kevin Rasure at the next meeting, but added that it was "just an idea."

- Held a closed-door session for five minutes on personnel requested by Tiede. No action was taken when the commissioners reopened the meeting.

The meeting adjourned at 9:30 a.m. The next meeting will be 8 a.m. Friday in the commission room on the main floor of the Sherman County courthouse, 813 Broadway Ave.



Kanorado family loses home in fire

Kanorado firemen were called to the Chad and Jen Hanevick home Monday afternoon at Front and Beech in Kanorado to find a fire in the kitchen area. Once the fire was out the firemen began hauling out kitchen equipment and personal effects. The fire apparently started in the kitchen and a Kanorado fireman said he was not sure what had caused the fire to start, but Midwest Energy had to be called in to cut the power to the house because the electrical box had melted.

Witnesses said burning electrical wire could be smelled around the side and back of the house.

Goodland Chamber Director Andi Nelson said Wednesday the Hanevick family is in need of the bare essentials to furnish a house they are moving into today. Nelson

said the family had insurance, but it will take some time to get their house back in order.

Nelson said a drop off is being set up at 226 Sherman in the garage, and she will be there from 7 to 8 p.m. each evening or by appointment to accept donations. Nelson said people can call her at 821-4694 for information or to make an appointment.

She said the family has two girls age 7 and 2, sizes 6/7 and 3 to 4T. Both girls need new everything. Nelson said the parents clothes are OK.

Nelson said an account has been established at People's State Bank for anyone wishing to make a cash donation.

Photo by Jordie Mann/The Goodland Star-News

Hospital listens to complaints

By Sharon Corcoran

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If you were a patient at the hospital and complain about your care, the service you received or your bill, does anyone listen?

Yes, say Goodland Regional Medical Center officials, and there are procedures for investigating complaints, resolving problems and keeping track of complaints to help hospital staff improve.

Hospital Administrator Jay Jolly and Compliance and Risk Manager Mary Ann Elliott told members of the hospital's board about the procedures for dealing with complaints at the board's regular meeting Monday.

Jolly and Elliott told board members when there is a complaint, they follow steps, including taking a report, classifying the complaint,

referring it for investigation and reporting follow-up.

"We take great care to be sure we don't have quality of care issues," Elliott said.

It sometimes takes a long time to get through all the procedures, Jolly said; often a complaint starts as a billing complaint or someone saying customer service was not very good and then they say, "I didn't get very good care."

That opens another chapter, he said, and a lot of people are involved.

Medicare has a process for what they want to see regarding a grievance, Jolly said, and the hospital wants to be sure to cover all those areas. But that's not the only reason for the procedures.

"We do this so we can improve," Elliott said.

The hospital has software that allows them to put in patient complaints and keep track of the complaints and how they were resolved.

"We track and trend it to see if we improve," she said.

correction

In the Goodland Booster calendar published on Page 10 of Tuesday's Goodland Star-News the last item said there would be a C-team volleyball at Goodland. This is incorrect there is a C-team football game at Hays at 2 p.m. The Goodland vol-

leyball teams are to be in Oberlin at 3:30 p.m. on Tuesday. This was a reporting error.

☆☆☆☆

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